

## PPG Meeting Minutes

**Date and time:** Tuesday 21<sup>st</sup> October 2025, 18.30

**Location:** Newport Health Centre – Dower House site

**Attendees:**

Name	Role	Name	Role
Jane Perry	Patient (PPG)	Elenid Perry-Lowe	Patient (PPG)
Norma Pearce	Patient (PPG)	Lesley Harris	Patient (PPG)
Kelly Carr	Patient (PPG)	Christine W	Patient (PPG)
Dr Myrto Kaklamanou	GP Partner	Judith Simmonds	Patient (PPG)
Jacqui Philips	Patient (PPG)	Kerrie Harris	Patient (PPG)
David Barnard	Patient (PPG)	Sarah Judge	Business Manager
Deborah Matthews	Patient (PPG)	Louise Harmer	Operations Manager (Minutes)
Dr Dominic Breen-Turner	GP Partner		

## Minutes

No.	Item	Discussion
1.	Welcome and introductions	Introductions complete Register taken
2.	Practice update: <ul style="list-style-type: none"> <li>• Merger</li> <li>• Merger FAQ review</li> </ul>	<p>Dr Myrto and Dr Dom discussed recent communications re: merger.</p> <p>Some participants received notification of merger later than others, it was discussed this was unfortunate and the practice now know this is a limitation of the text messaging service due to the sheer volume of messages sent.</p> <p>Dr Myrto explains the decision to merge has been a long process and it is a result of the Cowes partnership retiring.</p> <p>A few options were explored and it was felt this is a positive move for the practice. Dr Myrto discusses previous merger and explains that this merger will see GMS contracts continue to run independently. Cowes patients will access Cowes medical practice and Newport patients will continue to access NHC as usual.</p> <p>No plan to merge teams in the first instance, continuity of care will continue. This is in contrast to the previous merger (The Dower House &amp; Carisbrooke) where 2 practices became 1 (Newport Health Centre).</p>

		<p>Dr Myrto explains that Newport partners will become partners at Cowes medical practice.</p> <p><i>FAQ is circulated for review and feedback.</i></p> <p>Question raised re future plans to bring practices together. Dr Myrto explains for the time being the plan is to keep the lists separate although an example was provided where specialist clinics maybe run at a different site.</p> <p>Discussion re additional capacity continued; Dr Myrto explained list will not close (Horsebridge Hill development). Dr Myrto discussed recent activity to identify new premises/ land and barriers (unable to move forward with IOW Council). NHS continue to work with the council to re-evaluate the need.</p> <p>Sarah Judge (BM) explains this year there has been progress on a viability assessment and it is hoped that funding will become available to support this project in moving forward.</p> <p>Sarah discusses merger plans and impact of redesigning where admins teams are placed (location wise).</p> <p>Consistency of care is raised as a concern by PPG. Dr Myrto explains GP recruitment is a challenge, recruitment for a salaried GP continues.</p> <p>Dr Dom discusses benefits of the multi disciplinary team, perhaps improved patient comms could support with this.</p> <p>Discussion followed re highlighting most urgent clinical need on the front page of patients record.</p> <p>List of staff would be helpful, who does what (website to be updated)</p> <p>Dr Myrto welcomes feedback for FAQ.</p>
3.	<p>Clinical services update:</p> <ul style="list-style-type: none"> <li>• ChatDoc</li> <li>• Covids</li> </ul>	<p>Conversation followed re: educating patients re different staff members and how they can support; benefits of ChatDoc (WhatsApp). Cowes won't be moving to WhatsApp – they will be using a different platform 'Rapid Health' for incoming request triage.</p> <p>Participants discuss highlighting benefits of ChatDoc utilising Facebook as a platform for this.</p> <p>Positive feedback received – ChatDoc used for participant's husband. Pt wife used WhatsApp/ ChatDoc, prescription</p>

		followed and district nurse visit arranged. Very pleased with Dr Kris care – LH to pass on feedback.
4.	Future structure of PPG	<p>Sarah explains that Laura will remain contact for the PPG.</p> <p>PPG discuss holding further responsibility going forward.</p> <p>PPG request to work more collaboratively in ensuring PPG remains representative of patient group.</p> <p>Discussion re having a ‘virtual’ PPG to support attendance from groups not currently represented</p> <p>Other ideas put forward</p> <ul style="list-style-type: none"> <li>- Saturday morning, tea &amp; cake PPG meetings</li> <li>- College/ school advertising</li> <li>- East Cowes, Waitrose drop in sessions</li> </ul>
5.	AOB	<p><b>Patient consultation (merger)</b></p> <ul style="list-style-type: none"> <li>- PPG suggested ideas of patient consultation locations:</li> <li>- The Minster church and Riverside put forward as locations</li> <li>- PPG to support with attendance and sharing comms</li> <li>- 13<sup>th</sup> &amp; 14<sup>th</sup> November dates proposed (ideally evening 15.00 – 18.30 or 15.00 – 18.30)</li> <li>-</li> </ul>
	Actions:	<p>SJ - Sarah will ask Laura to arrange a future PPG planning meeting</p> <p>LS - Ensure website updated with individuals and roles held (Laura)</p> <p>LH - Update PPG attraction posters</p> <p>LH - bigger signage re merger comms in patient areas</p> <p>ALL – Review and return comments on FAQ circulated</p>